



Sun Java™ System

Content Delivery Server 5.0 Error Messages

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Preface

The *Sun Java™ System Content Delivery Server Error Messages* manual provides information about the messages generated by the Content Delivery Server. Each message is described and actions are provided to assist in resolving problems.

Before You Read This Document

This guide is for system administrators who are responsible for operating and maintaining the Content Delivery Server. It assumes knowledge of networking, database, and web technologies.

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How this Document is Organized

This guide is organized as follows:

- [Chapter 1](#) describes messages that subscribers receive on their devices while working with content.
- [Chapter 2](#) describes messages issued by the different components and written to the Content Delivery Server log.

- [Chapter 3](#) describes messages issued by adapters that are provided with the Content Delivery Server and external components with which the Content Delivery Server is integrated.

Typographic Conventions

Typeface ^a	Meaning	Examples
AaBbCc123	The names of commands, files, and directories; on-screen computer output	Edit your <code>.login</code> file. Use <code>ls -a</code> to list all files. % You have mail.
AaBbCc123	What you type, when contrasted with on-screen computer output	% su Password:
<i>AaBbCc123</i>	Book titles, new words or terms, words to be emphasized.	Read Chapter 6 in the <i>User's Guide</i> . These are called <i>class</i> options. You <i>must</i> be superuser to do this.
	Replace command-line variables with real names or values.	To delete a file, type <code>rm filename</code> .

^a The settings on your browser might differ from these settings.

Related Documentation

The Sun Java System Content Delivery Server manuals are available as Portable Document Format (PDF) and Hypertext Markup Language (HTML) files. These files are available in the `Documentation` subdirectory of the directory where the Content Delivery Server is installed as well as online at <http://docs.sun.com>.

The following table summarizes the books included in the Content Delivery Server documentation set.

Book Title	Description	Part Number
<i>Sun Java System Content Delivery Server Administration Guide</i>	Describes how to manage content, devices, and access to the Content Delivery Server.	819-3209-10
<i>Sun Java System Content Delivery Server Branding and Localization Guide</i>	Describes how to customize the Subscriber Portal and Developer Portal components of the Content Delivery Server for the look and feel of your enterprise. This guide also describes how to localize the Content Delivery Server interfaces.	819-3210-10
<i>Sun Java System Content Delivery Server Capacity Planning Guide</i>	Provides guidelines for determining what hardware and software is needed to efficiently run the Content Delivery Server.	819-3211-10
<i>Sun Java System Content Delivery Server Content Developer Guide</i>	Describes how to submit content to the Content Delivery Server.	819-3212-10
<i>Sun Java System Content Delivery Server Customization Guide</i>	Describes the Content Delivery Server APIs that can be used to create customized adapters for use in integrating Content Delivery Server with the existing infrastructure.	819-3213-10
<i>Sun Java System Content Delivery Server Installation Guide</i>	Provides information about installing and configuring the Content Delivery Server.	819-3215-10
<i>Sun Java System Content Delivery Server Integration Guide</i>	Describes adapters for integrating the Content Delivery Server with existing systems such as billing, user data, WAP gateway, and push delivery. It also describes the framework for creating device-specific versions of the Subscriber Portal.	819-3216-10
<i>Sun Java System Content Delivery Server Migration Guide</i>	Describes how to migrate from the previous version of the Content Delivery Server to the current version.	819-3217-10
<i>Sun Java System Content Delivery Server System Management Guide</i>	Provides information on running and maintaining the Content Delivery Server.	819-3218-10

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Messages and Codes Issued to Subscribers

One of the tasks of customer care agents is assisting subscribers when they have problems using the Subscriber Portal, downloading content, or running content. Messages and error codes issued by the Content Delivery Server can assist in determining the cause of the problem.

Most of the messages presented to the subscriber by the Content Delivery Server are informational messages and require no additional explanation. This section describes error messages and error codes that subscribers might receive. Information to assist subscribers in resolving the problems is also provided.

The following topics are presented in this chapter:

- [Error Messages](#)
- [Registration Errors](#)
- [Error Codes](#)

1.1 Error Messages

The messages described in this section are organized according to the activity that the subscriber is most likely performing when the message is received.

1.1.1 General Messages

The following messages might be received by subscribers when they are using the Subscriber Portal.

We cannot process your request. Go back to the previous page and try again.

Description. An error occurred while the Content Delivery Server was attempting to respond to a subscriber's request. The action failed.

Action. Have the subscriber retry the operation. If it continues to fail, have the subscriber log out and log back in.

You are not authorized by the Billing System to download this content.

Description. The Content Delivery Server did not receive authorization from the billing system to allow the subscriber to download the content.

Action. Check with the billing system to determine why authorization failed.

Server encountered an error while processing your details request.

Description. The Content Delivery Server could be down. Ask the user to retry the operation. If the error reoccurs, file a bug.

Action. Contact the administrator.

1.1.2 Log In Messages

The following messages might be received by subscribers when they attempt to log in to the Subscriber Portal.

That username and password combination was not found. Try again.

Description. The subscriber attempted to log in and failed.

Action. Have the subscriber check that the correct user name and password are being entered and try again.

Invalid Login. Try Again.

Description. The subscriber attempted to log in and failed.

Action. Have the subscriber check that the correct user name and password are being entered and try again.

You are logged in with a temporary password. Please choose a new password.

Description. The subscriber used a temporarily assigned password.

Action. The subscriber needs to set a new password and reset it after first use.

That user account is disabled. Contact the administrator to reactivate the account.

Description. The subscriber attempted to log in three consecutive times and failed each time or the administrator has disabled the account, possibly due to malicious activity. The account is now locked.

Action. Access the subscriber's account through the Vending Manager administration console and reset the password for the account. Make sure that the status of the account is Active.

Your browser session was inactive for too long. If you were logged in, please log in again. Any unsaved data was lost.

Description. The subscriber session timed out.

Action. Have the subscriber log in again to re-access the Subscriber Portal.

Your session has expired due to inactivity. Log in again.

Description. The subscriber session timed out.

Action. Have the subscriber log in again.

1.1.3 Discovery Messages

The following messages might be received by subscribers when they browse the Subscriber Portal.

Sorry, no content available for download.

Description. No applications are available for the device that the subscriber is using.

Action. No action required.

This content is not available.

Description. Content that a subscriber selected has been unstocked or replaced by a new edition.

Action. Have the subscriber retry the operation after the content has been restocked or updated.

Content is not compatible with this phone.

Description. The subscriber purchased and downloaded content with a different device. That content is not compatible with the current device being used.

Action. Have the subscriber select another item.

The recipient's phone does not support this content.

Description. The subscriber attempted to purchase content as a gift but content is not compatible with recipient's phone.

Action. Have the subscriber select another gift item.

The Coupon Code entered is not valid Check the code and try again.

Description. The subscriber tried to access a campaign using an invalid coupon code.

Action. Have the subscriber retry the operation after verifying that the coupon code is correct. The coupon code could be expired or the subscriber might not be authorized for use.

This content has been purchased in the following bundle(s):

Description. The subscriber has purchased individual content and then proceeded to purchase a bundle that includes the individual content.

Action. Inform the subscriber that when bundled content is purchased, the subscriber does not need to purchase the individual items. The subscriber can just follow the link to the bundle and download it from there.

The message is longer than N characters long.

Description. The subscriber entered a message or gift to another user that exceed the maximum characters allowed.

Action. Have the subscriber edit the message or gift to be within the maximum allowed character limitation and resend the message or gift.

1.1.4 Purchase Messages

The following messages might be received by subscribers when they download content from the Subscriber Portal.

To purchase this application in the future, either run this application again or download it again.

Description. The subscriber responded "No" to the purchase request received at the end of the trial.

Action. To continue using the application, the subscriber must purchase it, or you can extend the trial.

We were unable to complete your purchase request.

Description. The purchase transaction failed.

Action. Make sure that the Fulfillment Manager and the billing system are accessible. Verify that the subscriber is authorized to purchase content. Have the subscriber retry the operation.

To renew your subscription in the future, run this application again or download it again.

Description. The subscriber's paid period of use has expired and the subscriber responded "No" to the offer to purchase more time. This message applies to content using the per period billing model.

Action. To continue using the application, the subscriber must purchase more time.

We were unable to complete your request to purchase more time.

Description. The purchase transaction failed.

Action. Make sure that the Fulfillment Manager and the billing system are accessible. Verify that the subscriber is authorized to purchase content. Retry the purchase.

We were unable to complete your request to purchase more uses.

Description. The purchase transaction failed. This message applies to content using the per use billing model.

Action. Make sure that the Fulfillment Manager and the billing system are accessible. Verify that the subscriber is authorized to purchase content. Have the subscriber retry the operation.

Purchase and download the application again.

Description. The purchase transaction failed. The subscriber's license is no longer valid. License might be expired.

Action. Have the subscriber check the license for possible expiration and renew if needed. When the license is valid, ask the subscriber to retry purchasing and downloading the application.

License expires on 01/01/01.

Description. Alert to subscriber that subscriber's license expires on date given.

Action. Inform the subscriber that the application can be run until the date specified. After that date, the subscriber needs to renew the license and repurchase the application.

You have N more uses left.

Description. Alert to subscriber that a limited number of uses of the application is available.

Action. Inform the subscriber that the application can be the number of times specified. After the specified number of uses, the subscriber needs to repurchase the application.

Purchase a new license and download again.

Description. The subscriber cannot run application. The subscriber's license is no longer valid.

Action. The subscriber needs to renew the license and then purchase and download the application again.

Your gift subscription has expired. Purchase and download this content again.

Description. The subscriber received a gift application and now cannot run the application because subscriber's gift subscription expired. License is expired.

Action. The subscriber needs to purchase and download the application again to continue using it.

Your gift usage has expired. Purchase and download this content again

Description. The subscriber received a gift application and now cannot run application because the maximum number of uses for application was used.

Action. The subscriber needs to purchase or download the application again to continue using it.

1.1.5 Execution Messages

The following messages might be received by subscribers when they execute content downloaded from the Subscriber Portal.

We were unable to obtain authorization for you to run this application at this time.

Description. The license check failed.

Action. Make sure that the Fulfillment Manager is accessible and that the subscriber has a current license for the content. Have the subscriber retry the operation.

Update your phone clock before attempting to run this application.

Description. The clock on the subscriber's device is set incorrectly. The license check requires that the clock be set correctly.

Action. Have the subscriber correct the time on the device.

Your license is invalid. To use, download this application again.

Description. The subscriber does not have a valid license for using the application.

Action. Have the subscriber download the application again to get a valid license.

You have cancelled your subscription for this application. To restart your subscription, download it again.

Description. The subscriber or a customer care agent has cancelled the subscriber's subscription.

Action. The subscriber must download the application again to restart the subscription and continue using it.

You have cancelled your license for this application. To use, download it again.

Description. A customer care agent has provided the subscriber with a refund for this application.

Action. The subscriber must download the application again to purchase and continue using it.

Error: Unable to cancel subscription.

Description. Subscriber attempted to cancel a subscription and operation failed.

Action. Have the subscriber retry the cancellation operation. If the second attempt fails, contact the administrator.

Your trial license is invalid. To use, download this application again.

Description. The subscriber's license is not valid for trial usage.

Action. The subscriber must download the application to purchase and use it. You also have the option of providing trial usage.

1.2 Registration Errors

Phone number cannot be less than 7 digits and can only contain digits, - and .

Description. Device number is invalid.

Action. Have the subscriber check the device number and re-enter the device number using only digits, dashes (-), and periods (.).

Phone number can only contain digits, - and .

Description. Device number is invalid.

Action. Have the subscriber re-enter the device number using only digits, dashes (-), and periods (.).

Phone number is required.

Description. When registering, the subscriber did not specify a phone number.

Action. The subscriber must include the subscriber's phone number in registration form.

Phone number field requires at least 7 digits.

Description. When registering, subscriber did not specify a valid phone number.

Action. The subscriber must include a valid phone number in registration form.

Phone number cannot be less than 7 digits.

Description. When registering, the subscriber did not specify a valid phone number.

Action. The subscriber must include a valid phone number in registration form.

Email is required.

Description. When registering, the subscriber did not specify an email address.

Action. The subscriber must include an email address.

Email is an invalid email address.

Description. When registering, the subscriber did not specify a valid email address.

Action. The subscriber must provide a valid email address.

First Name field cannot be empty.

Description. When registering, the subscriber did not specify a first name.

Action. The subscriber must provide a first name of at least two characters.

First Name field requires at least 2 characters.

Description. When registering, the subscriber did not specify a first name of at least two characters.

Action. The subscriber must provide a first name of at least two characters.

Last Name field cannot be empty.

Description. When registering, the subscriber did not specify a last name.

Action. The subscriber must provide a last name of at least two characters.

Last Name field requires at least 2 characters.

Description. When registering, the subscriber did not specify a last name of at least two characters.

Action. The subscriber must provide a last name of at least two characters.

Password field cannot be empty.

Description. When registering, the subscriber did not specify a password.

Action. The subscriber must include a password in registration form.

Password field requires at least 4 characters.

Description. When registering, the subscriber did not specify a password of at least four characters.

Action. The subscriber must provide a password of at least four characters.

Your password and your password confirmation do not match.
Please check them for accuracy and try again.

Description. When registering, the subscriber did not enter identical password and confirmation password.

Action. Have the subscriber re-enter the password and confirmation password, making sure both entries are identical. Password must be at least four characters.

Confirm password field cannot be empty.

Description. When registering, the subscriber did not enter a confirmation password.

Action. The subscriber must provide a confirmation password that is identical to the password entered.

Confirm password field requires at least 4 characters.

Description. When registering, the subscriber did not specify a confirmation password of at least four characters.

Action. The subscriber must provide a confirmation password of at least four characters.

User Name field cannot be empty.

Description. When registering, the subscriber did not specify a user name.

Action. The subscriber must provide a first name of at least four characters.

User Name field requires at least 4 characters.

Description. When registering, the subscriber did not specify a user name of at least four characters.

Action. The subscriber must provide a first name of at least two characters.

The user name you have selected is already in use. Please select another and try again.

Description. When registering, the subscriber entered a user name that already exists.

Action. Have the subscriber enter a different user name.

The Device Phone No you have selected is already in use. Please select another and try again.

Description. A subscriber account with the same phone number already exists.

Action. Have the subscriber select a different phone number and retry the operation.

1.3 Error Codes

The following error codes might be received by subscribers:

0

Description. The Content Delivery Server was unable to read a record from the device's record store.

Action. Verify that the subscriber can run other applications on the device. If not, the problem is in the device. If the user can run other applications, the problem is probably in the application and needs to be reported to the content developer.

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Description. The device cannot contact the Content Delivery Server. Possible reasons include the following situations:

- A problem occurred with the network.
- The call was dropped.
- The service was dropped.

Action. Verify that the Fulfillment Manager is accessible and have the subscriber retry the operation.

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Description. The server contacted did not return the HTTP success code 200. Either the Content Delivery Server returned a different code, or the wrong server was contacted, such as a gateway or DNS server.

Action. Verify that the correct billing URL is specified for the `fs.external.uri` property in the configuration file. See Chapter 4, "Configuring Features" in the *Sun Java System Content Delivery Server Installation Guide* for more information.

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Description. The server returned an invalid response. Possible reasons include the following situations:

- An invalid response was returned by the server contacted.
- A server other than the Content Delivery Server was contacted.

- The response from the Content Delivery Server was reformatted by a web server or other intermediate server, which made the response invalid.

Action. Verify that the correct billing URL is specified for the `fs.external.uri` property in the configuration file (see Chapter 4. “Configuring Features” in the *Sun Java System Content Delivery Server Installation Guide*). Make sure that no intermediate server changes the response.

Note – For all other error codes, contact your support representative.

Messages From Content Delivery Server Components

During the operation of the Content Delivery Server, messages from different components are written to the log file `CDS.log` in the `$CDS_HOME/deployment/deployment-name/logs` directory. The types of messages written (for example, warning messages or informational messages) depend on the message level specified in the `logging.properties` file in the `$CDS_HOME/deployment/deployment-name/conf` directory. See Section 1.2, “Log Files,” in the *Sun Java System Content Delivery Server System Management Guide* for more information on log files.

This chapter describes messages issued by the Content Delivery Server components and suggests actions that you can take in response. Messages are identified by the module that issued the message and a message number.

The following topics are presented in this chapter:

- [Messages from the Messaging Service](#)
- [Messages from the Notify Service](#)
- [Messages from Synchronization](#)
- [Messages from CDS DRM Agents](#)
- [Messages from Bulk Content Operations](#)
- [Messages from Content Management Operations](#)
- [Messages from Other Sources](#)

2.1 Messages from the Messaging Service

The following messages are issued by the Messaging Service and its subcomponent, the Confirm Listener Service. The messages are organized alphabetically by the service module that issued the message and numerically for each module.

[cds.ConfirmListener] SEVERE <0002> Could not listen on port *port-number*

Description. The port number specified for the `udp.confirm_listener.port` property in the `$CDS_HOME/deployment/deployment-name/conf/ConfirmListener.properties` file might be incorrect, or the port number is not free. *port-number* identifies the port number used.

Action. Make sure that the port number specified for the `udp.confirm_listener.port` property is free and not used by any other application. Restart the server.

[cds.MsgServer] ERROR There was an error delivering this message. Message is stored in the JMS queue for MessageId = {ID}

Description. An error response was received while delivering a push message using Java Message Service (JMS) technology.

Action. Review the external push services integration. Also, review the device profiles to verify that the push type is correct.

[cds.MsgServer] SEVERE <0034> Error while sending SMS Push message using CIMD2

Description. CIMD2 push sender SMSC properties might be set incorrectly in the `$CDS_HOME/deployment/deployment-name/conf/MsgService.properties` file, or the SMSC is down.

Action. Make sure that the SMSC properties for CIMD2 `smsc.hostname`, `smsc.port`, `esme.system_id`, `esme.password` and other properties are set correctly in the `MsgService.properties` file. Also, make sure that the SMSC is up and running.

[cds.MsgServer] SEVERE <0040> Connection could not be established java.net.UnknownHostException
[cds.MsgServer] SEVERE <0126> FAILED TO CONNECT TO SMSC
[cds.MsgServer] INFO <0127> Will try to reconnect after 60000 milliseconds

Description. The Push Listener SMSC properties might be incorrect in the `$CDS_HOME/deployment/deployment-name/conf/PushListener.properties` file, or the SMSC is down.

Action. Make sure that the Push Listener SMSC properties are set correctly in the `PushListener.properties` file, and restart the server. Also, make sure that the SMSC is up and running.

```
[cds.MsgServer] SEVERE <0054> Error while sending message to WAP PPG  
com.sun.content.server.server.msgserver.protocolPpgConnectionFailed  
Exception: Failed to connect to wap ppg server
```

Description. WAP PPG properties might be set incorrectly in the `$CDS_HOME/deployment/deployment-name/conf/MsgService.properties` file, or the PPG is down.

Action. Make sure that the WAP PPG properties `asynmsg.wap.ppg`, `asynmsg.wap.ip.bearer`, and other properties are set correctly in the `MsgService.properties` file, then restart the server. Also, make sure that the WAP PPG is up and running.

```
[cds.MsgServer] SEVERE <0070> Error while sending SMS Push  
message using SMPP
```

Description. SMPP push sender SMSC properties might be set incorrectly in the `$CDS_HOME/deployment/deployment-name/conf/MsgService.properties` file, or the SMSC is down.

Action. Make sure that the SMSC properties for SMPP `smsc.hostname`, `smsc.port`, `esme.system_id`, `esme.password`, and other properties are set correctly in the `MsgService.properties` file. Also, make sure that the SMSC is up and running.

```
[cds.MsgServer] SEVERE <0130> CONNECTION BROKEN
```

Description. The connection to the SMSC is broken, or the SMSC is down.

Action. Make sure that the SMSC is running and accessible.

```
[cds.MsgServer] SEVERE <0184> Invalid SMSC host name specified  
in the properties file
```

Description. SMSC host name is set incorrectly in the `$CDS_HOME/deployment/deployment-name/conf/PushListener.properties` file.

Action. Make sure that the `pushlistener.smsc.hostname` property in the `PushListener.properties` file specifies the correct SMSC host name, then restart the server.

```
[cds.MsgServer] SEVERE <0185> Invalid SMSC port number  
specified in the properties file
```

Description. The SMSC port number is incorrect in the `$CDS_HOME/deployment/deployment-name/conf/PushListener.properties` file.

Action. Make sure that the `pushlistener.smsc.port` property in the `PushListener.properties` file specifies the correct SMSC port number, then restart the server.

[cds.MsgServer] SEVERE <0192> Invalid *property-name* property value specified in the properties file.

Description. The *property-name* property in the `$CDS_HOME/deployment/deployment-name/conf/MsgService.properties` file might be set incorrectly, or the SMTP Server is down. *property-name* is either `mail.smtp.host` or `mail.smtp.sender`.

Action. Make sure that all the SMTP properties are set correctly in the `MsgService.properties` file, then restart the server. Also, make sure that the SMTP server is up and running.

[cds.MsgServer] SEVERE <0194> Error while sending SMS Push message using HTTP

Description. HTTP push sender SMSC properties might be set incorrectly in the `$CDS_HOME/deployment/deployment-name/conf/MsgService.properties` file, or the SMSC is down.

Action. Make sure that the SMSC properties for HTTP `cds.sms.http.serverurl`, `cds.sms.http.user`, `cds.sms.http.password`, and other properties are set correctly in the `MsgService.properties` file. Also, make sure that the SMSC is up and running.

[cds.MsgServer] SEVERE <0195> There was an error delivering this message, Message is stored in the JMS queue for MessageId = *message-id*

Description. There was an error pushing the message to an external entity using either SMTP, SMS, WAP PPG or MMSC. Either the external entity is down or it is not configured correctly.

Action. Make sure that the external entity is up and running. Also, make sure that the configuration is correct in the `$CDS_HOME/deployment/deployment-name/conf/MsgService.properties` file.

[cds.MsgServer] SEVERE <0196> Error while sending SMTP message

Description. SMTP properties `mail.smtp.host` and `mail.smtp.sender` might be set incorrectly in the `$CDS_HOME/deployment/deployment-name/conf/MsgService.properties` file, or the SMTP Server is down.

Action. Make sure that the SMTP properties are set correctly in the `MsgService.properties` file, then restart the server. Also, make sure that the SMTP server is up and running.

2.2 Messages from the Notify Service

The following messages are written to the `CDS.log` file in the `$CDS_HOME/deployment/deployment-name/logs` directory by the Notify Service.

```
[cds.Root] SEVERE <0147> Could not process subscriber  
'subscriber-Id'
```

Description. Processing failed for the subscriber with the ID *subscriber-Id*. Likely reasons include a failure to connect to or receive authorization from an external database, or the subscriber's device does not have the capability to run the content included in the campaign. No notification is sent to this subscriber.

Action. If no problems exist with the database, make corrections and resubmit the campaign. Notifications are resent to all subscribers that meet the criteria.

```
[cds.Root] SEVERE <0477> Failed executing campaign for  
subscriber ID subscriber-Id: campaign-message-text
```

Description. Processing for the campaign identified by *campaign-message-text* failed for the subscriber with the ID *subscriber-ID*. Likely reasons include an incorrect phone number or email address or a network problem. No notification is sent to this subscriber.

Action. If no problems exist with the network, make corrections and resubmit the campaign. Notifications are resent to all subscribers that meet the criteria.

2.3 Messages from Synchronization

The following messages are issued during the process of synchronizing the Catalog Manager and a Vending Manager. The messages are organized numerically by the message number.

[cds.SynchronizationAPI] <0000> Error while sending the
Registration Request for Vending Manager

Description. An error occurred while sending the Registration Request for a new Vending Account to JMS. Possible causes include JMS is down, or JMS is not configured correctly.

Action. Correct the configuration and restart JMS. If JMS is down, run the `broker.sh` command to restart the JMS message broker if you are running with the Sun Java System Application Server, or restart the application server if you are running with WebLogic Server.

[cds.SynchronizationAPI] <0002> Error while getting Content
Capability for the Resource Instance

Description. An error occurred at the entity level. Either the entity being accessed does not exist, the referential integrity was violated, or the database is corrupt.

Action. Run the diagnostic tool to get information on the database and contact Content Delivery Server technical support. See Section 4.1, "Diagnostic Tool," in the *Sun Java System Content Delivery Server System Management Guide* for information on this tool.

[cds.SynchronizationAPI] <0003> Error while getting Model names
for the Resource Instance

Description. An error occurred at the entity level. Either the entity being accessed does not exist, the referential integrity was violated, or the database is corrupt.

Action. Run the diagnostic tool to get information on the database and contact Content Delivery Server technical support. See Section 4.1, "Diagnostic Tool," in the *Sun Java System Content Delivery Server System Management Guide* for information on this tool.

[cds.SynchronizationAPI] <0004> Failed to get Metadata and
Pricing Model list for the Resource Class

Description. An error occurred at the entity level. Either the entity being accessed does not exist, the referential integrity was violated, or the database is corrupt.

Action. Run the diagnostic tool to get information on the database and contact Content Delivery Server technical support. See Section 4.1, "Diagnostic Tool," in the *Sun Java System Content Delivery Server System Management Guide* for information on this tool.

[cds.SynchronizationAPI] <0005> Error while retrieving meta-data for the Resource Class

Description. An error occurred at the entity level. Either the entity being accessed does not exist, the referential integrity was violated, or the database is corrupt.

Action. Run the diagnostic tool to get information on the database and contact Content Delivery Server technical support. See Section 4.1, “Diagnostic Tool,” in the *Sun Java System Content Delivery Server System Management Guide* for information on this tool.

[cds.SynchronizationAPI] <0006> Error while retrieving Pricing Model list for the Resource Class

Description. An error occurred at the entity level. Either the entity being accessed does not exist, the referential integrity was violated, or the database is corrupt.

Action. Run the diagnostic tool to get information on the database and contact Content Delivery Server technical support. See Section 4.1, “Diagnostic Tool,” in the *Sun Java System Content Delivery Server System Management Guide* for information on this tool.

[cds.SynchronizationAPI] <0007> Error while fetching synchronization data from the Catalog Manager.

Description. An error occurred during the initial synchronization of data between the Catalog Manager and a Vending Manager. Possible causes include the following situations:

- The network might be down.
- The Catalog Manager does not have a Vending Manager account for the Vending Manager.
- The password set in the Vending Manager account might be wrong.
- An exception occurred while storing data in the database.
- The database might be corrupt.

Action. The following actions can be taken:

- If the network is down, contact support to restore the network.
- If no Vending Manager account exists, contact the Catalog Manager administrator to create a Vending Manager account with the correct Vending Manager name and password.
- If the password is incorrect, contact the Catalog Manager administrator to correct the password for the Vending Manager account.

- If an exception occurs while storing data or if the database is corrupt, run the diagnostic tool to get information on the database and contact Content Delivery Server technical support. See Section 4.1, “Diagnostic Tool,” in the *Sun Java System Content Delivery Server System Management Guide* for information on this tool.

```
[cds.Synchronization] <0009> Please contact system administrator  
to restart catalog server.
```

Description. An `InvalidClientIdException` occurred. Possible causes include two Vending Managers with the same ID are registered as durable subscribers with the `CatalogTopic`, or a durable subscriber with that ID already exists.

Action. Restart the Catalog Manager. If the problem still exists, contact Content Delivery Server technical support.

```
[cds.Synchronization] <0006> CatalogEventListener : Could not  
create jndi context.
```

Description. JMS is down.

Action. If you are running with Sun Java System Application Server, restart your `imqbroker` using the `broker.sh` command. If you are running with WebLogic Server, restart your Catalog Manager.

```
[cds.Synchronization] <0036> QueueConnection is null. Contact  
System Administrator to restart the server.
```

Description. The configuration for JMS is incorrect for the Vending Manager.

Action. Correct the configuration for JMS through your application server. If you are running with Sun Java System Application Server, restart JMS. If you are running with WebLogic Server, restart the application server.

2.4 Messages from CDS DRM Agents

The following messages are from the server-side handler that processes the requests from the Content Delivery Server Digital Rights Management (CDS DRM) Agent that is running in a protected MIDlet. The messages are organized by the message number.

[cds.DRM] WARNING <0000> Device Time is not consistent with
Server Time for ticket=*ticket-ID*.
Device Time = *device-time*
Server Time = *server-time*

Description. When validating usage rights, the CDS DRM Agent sent the device's current time and this time is not consistent with the server's current time.

Action. The subscriber receives a message requesting that the device's time be fixed. If the device's time is correct, the server's time might need to be fixed.

[cds.DRM] SEVERE <0001> Sending purchase error as response:
message

Description. An error was encountered while processing a purchase request from a CDS DRM Agent. *message* provides more information on the exception that occurred.

Action. Have the subscriber retry the action. If the error persists, check the exception detail to determine the root cause of the error, then contact customer support for troubleshooting help.

[cds.DRM] SEVERE <0002> Sending renew per period error as
response: *message*

Description. An error was encountered while processing a period renewal request from a CDS DRM Agent. *message* provides more information on the exception that occurred.

Action. Have the subscriber retry the action. If the error persists, check the exception detail to determine the root cause of the error, then contact customer support for troubleshooting help.

[cds.DRM] SEVERE <0003> Sending renew per use error as
response: *message*

Description. An error was encountered while processing a usage renewal request from a CDS DRM Agent. *message* provides more information on the exception that occurred.

Action. Have the subscriber retry the action. If the error persists, check the exception detail to determine the cause of the error, then contact customer support for troubleshooting help.

[cds.DRM] WARNING <0004> Unknown form selection for
ticket=*ticketID*: |*form*|

Description. An unexpected form selection, *form*, was encountered while processing a request from a CDS DRM Agent.

Action. Have the subscriber retry their action. If the warning persists, record the warning and contact customer support for troubleshooting help.

[cds.DRM] SEVERE <0005> Sending error as response: *message*

Description. An error was encountered while processing a request from a CDS DRM Agent. *message* provides more information on the exception that occurred.

Action. Have the subscriber retry the action. If the error persists, check the exception detail to determine the cause of the error, then contact customer support for troubleshooting help.

[cds.DRM] SEVERE <0050> Could not determine the Billing
Response for ticket=*ticket-ID*

Description. The state of the given ticket cannot be determined. The ticket may be corrupted. *ticket-ID* identifies the ticket associated with the request.

Action. Contact customer support for troubleshooting help.

[cds.DRM] SEVERE <0051> Purchase authorization failed.

Description. The integrated billing system declined the authorization for a purchase request from a CDS DRM Agent.

Action. Have the subscriber retry the action. If the error persists, contact customer support for troubleshooting help.

[cds.DRM] SEVERE <0052> Purchase authorization failed.

Description. The integrated billing system declined the authorization for a period renewal request from a CDS DRM Agent.

Action. Have the subscriber retry the action. If the error persists, contact customer support for troubleshooting help.

[cds.DRM] SEVERE <0053> Purchase authorization failed.

Description. The integrated billing system declined the authorization for a usage renewal request from a CDS DRM Agent.

Action. Have the subscriber retry the action. If the error persists, contact customer support for troubleshooting help.

2.5 Messages from Bulk Content Operations

The following messages are issued when problems occur during bulk content operations performed in the administration consoles. The messages are generally followed by the report of an exception and a stack trace.

2.5.1 Messages from Bulk Copy or Move

[cds.Admin] SEVERE: <0803> Error during copying a category

Description. Copying a category failed.

Action. See the log for information on the exception that occurred.

[cds.Admin] SEVERE: <0804> Error during moving a category

Description. Moving a category failed.

Action. See the log for information on the exception that occurred.

[cds.Admin] SEVERE: <0805> Error during copying a resource class

Description. Copying an individual resource class failed.

Action. See the log for information on the exception that occurred.

[cds.Admin] SEVERE: <0806> Error during moving a resource class

Description. Moving an individual resource class failed.

Action. See the log for information on the exception that occurred.

[cds.Admin] SEVERE: <0815> CM Bulk operation error: *message*

Description. Catalog server could not process the bulk content operation.

Action. See the message provided with the error and see the log for information on the exception that occurred.

[cds.Admin] SEVERE: <0816> VM Bulk operation error: *message*

Description. The Vending Manager could not process the bulk content operation.

Action. See the message provided with the error and see the log for information on the exception that occurred.

[cds.Admin] SEVERE: <0817> CM Bulk operation unsupported

Description. The keyword for the bulk operation was not recognized. The most probable reason is that an incorrect URL was passed to the Catalog Manager.

Action. Check the source that generated the URL to ensure that the correct URL is used.

[cds.Admin] SEVERE: <0818> VM Bulk operation unsupported

Description. The keyword for the bulk operation was not recognized. The most probable reason is that an incorrect URL was passed to the Vending Manager.

Action. Check the source that generated the URL to ensure that the correct URL is used.

2.5.2 Messages from Bulk Stocking

[cds.Admin] SEVERE: Error committing transaction

Description. Database transaction failed to commit during bulk stocking operation.

Action. See the log for information on the exception that occurred.

[cds.Admin] SEVERE: Error enqueueing task

Description. The stocking task could not be enqueued.

Action. See the log for information on the exception that occurred.

[cds.Admin] SEVERE: Error persisting stopped stocking task

Description. Information about an unfinished stocking task could not be saved.

Action. Verify that the database server can be reached. See the log for information on the exception that occurred.

[cds.Admin] SEVERE: Error deleting stocking task entity

Description. Information about a finished or deleted stocking task could not be removed.

Action. Verify that the database server can be reached. See the log for information on the exception that occurred.

[cds.Admin] SEVERE: Unable to create new transaction

Description. Bulk stocking failed to create database transaction.

Action. Verify that the database server can be reached and is accepting connections. See the log for information on the exception that occurred.

[cds.Admin] SEVERE: Stocker thread was terminated

Description. Bulk stocking task terminated unexpectedly.

Action. Verify that the server is running. See the log for information on the exception that occurred.

[cds.Admin] SEVERE: Error committing transaction on thread termination

Description. The transaction could not be committed.

Action. Verify that the server is running and the database server can be reached. See the log for information on the exception that occurred.

2.6 Messages from Content Management Operations

The following messages are issued by the Vending Manager if errors occur while stocking or updating content.

[cds.Admin] SEVERE <0912> Error while updating metadata of content with resource class Id *class-ID*

Description. An exception occurred when metadata for the content identified by *class-ID* was updated. The update failed.

Action. Contact customer support for troubleshooting help.

[cds.Admin] SEVERE <0913> Error while updating pricing model of content with resource class Id *class-ID*

Description. An exception occurred when the pricing model for the content identified by *class-ID* was updated. The update failed.

Action. Contact customer support for troubleshooting help.

[cds.Admin] SEVERE <0914> Error while updating metadata and pricing model of content with resource class Id *class-ID*

Description. An exception occurred when the metadata and pricing model for the content identified by *class-ID* was updated. The update failed.T

Action. Contact customer support for troubleshooting help.

[cds.Admin] SEVERE <0915> Error while stocking content with resource class Id *class-ID*

Description. An exception occurred when stocking the content identified by *class-ID*. The stocking operation failed.

Action. Contact customer support for troubleshooting help.

[cds.Admin] SEVERE <0916> Error while stocking edition *edition-ID* of content with resource class Id *class-ID*

Description. An exception occurred when stocking the edition identified by *edition-ID* of the content identified by *class-ID*. The stocking operation failed.

Action. Contact customer support for troubleshooting help.

[cds.Admin] SEVERE <0917> Error while auto-stocking content with resource class Id *class-ID*

Description. An exception occurred when auto-stocking the content identified by *class-ID*. The auto-stocking operation failed.

Action. Contact customer support for troubleshooting help.

[cds.Admin] SEVERE <0918> Error while auto-stocking edition *edition-ID* of content with resource class Id *class-ID*

Description. An exception occurred when auto-stocking the edition identified by *edition-ID* of the content identified by *class-ID*. The auto-stocking operation failed.

Action. Contact customer support for troubleshooting help.

2.7 Messages from Other Sources

The following messages are issued by the other areas of the Content Delivery Server. The messages are organized alphabetically by the module that issued the message.

```
[cds.DBPoolManager] WARN <0000> Removing failed connection:
oracle.jdbc.driver.OracleConnection@connectionId
[Task] ERROR <0004> permission denied: permissionError
```

Description. Database connection failure occurred. *connectionId* identifies the connection that failed.

Action. Make sure that Oracle is running and is accessible by the Content Delivery Server. Make sure that your database configuration file contains the correct values. See Appendix A, “Deployment Configuration File,” in the *Sun Java System Content Delivery Server Installation Guide* for information on this file.

```
[cds.Foundation] SEVERE <0614> JMS ERROR
```

Description. The Content Delivery Server was not started correctly or someone shut down the Content Delivery Server while the Messaging Service is running.

Action. Make sure that the Content Delivery Server is started correctly. Also, make sure that the deployment configuration (.cfg) file contains the correct values for the JMS properties.

```
[cds.Foundation] ERROR JMS Error
```

Description. A `javax.jms.JMException` has occurred.

Action. This error occurs for a number of reasons. See <http://java.sun.com/j2ee/1.4/docs/api/javax/jms/JMException.html> for details about this exception. Review Section 3.1.5, “Set Up the Application Server,” in the *Sun Java System Content Delivery Server Installation Guide* to make sure that JMS is set up correctly.

```
[cds.Root] ERROR Error while Sending MMS Push message to the
JMS queue {exception message}
```

Description. An exception occurred while sending an MMS push message to the the JMS queue. This happens for a number of reasons, such as JMS is down, the requested JMS queue destination is invalid, the format of the message is invalid, or JMS does not support the requested operation.

Action. See [http://java.sun.com/j2ee/1.4/docs/api/javax/jms/QueueSender.html#send\(javax.jms.Message\)](http://java.sun.com/j2ee/1.4/docs/api/javax/jms/QueueSender.html#send(javax.jms.Message)) for details on the types of exceptions that can occur. Verify that JMS is running, that the Content Delivery Server-related queues exist and are receiving messages, and that the JMS API matches what is supported by the JMS instance.

[cds.Root] ERROR <0018> Could not get authenticated user: *message*

Description. A user attempted to log in and the Content Delivery Server could not authorize the user. *message* provides more information to help determine the cause of the error.

Action. Make sure that the UserManager defined in the `security.config` file is working properly, then retry the operation.

Messages from Integrated Components

The Content Delivery Server integrates with external components such as a subscriber database or DRM server. Messages received from these components or the adapters that integrate the components with the Content Delivery Server are written to the log file `CDS.log` in the `$CDS_HOME/deployment/deployment-name/conf` directory.

The following topics are presented in this chapter:

- [Messages From Subscriber Adapters](#)
- [Messages from DRM Processing](#)

3.1 Messages From Subscriber Adapters

A subscriber adapter enables the Content Delivery Server to work with the data repository that contains subscriber information. The default adapter provides an interface between the Content Delivery Server and data stored in an Oracle database. An adapter is also provided that enables the Content Delivery Server to work with subscriber data that is stored in a directory based on the Lightweight Directory Access Protocol (LDAP) format.

This section describes the messages that are issued by the subscriber adapters that are provided with the Content Delivery Server. Messages are identified by a message number followed by the name of the class and the method that issued the message. If you are using your own subscriber adapter, you might see different messages that are not described here.

3.1.1 Messages from the Oracle Adapter

The following messages are written to the log file by the subscriber adapter for an Oracle database. All of the messages are categorized as severe. The messages are organized numerically.

```
[cds.UserManager] SEVERE <0100> SubscriberImplDAO.createUser: A user already exists with either Unique Device Id = unique-device-ID or Mobile Id = mobile-ID or User Id = login-ID
```

Description. A user with the same Unique Device ID, Mobile ID, or User ID already exists in the system.

Action. Either remove the current user from the system or choose a different Unique Device ID, Mobile ID, or User ID for the user that you are creating.

```
[cds.UserManager] SEVERE <0101> SubscriberImplDAO.createUser: Failed to create user
```

Description. An exception occurred while creating a user. The exception is also written to the log.

Action. The action to take depends on the exception reported. Make sure that the database server and connection are up.

```
[cds.UserManager] SEVERE <0102> SubscriberImplDAO.deleteUser: Failed to get CDSTransaction
```

Description. Cannot get the Content Delivery Server transaction for deleting a user.

Action. Make sure that the database server and connection are up and the database settings are correct in the database configuration file.

```
[cds.UserManager] SEVERE <0103> SubscriberImplDAO.deleteUser: Failed to delete user
```

Description. An exception occurred while deleting a user. The exception is also written to the log.

Action. The action to take depends on the exception reported. Make sure that the database server and connection are up.

```
[cds.UserManager] SEVERE <0104> SubscriberImplDAO.getUser: User ID cannot be NULL
```

Description. Cannot get a user when the User ID parameter is NULL.

Action. Report the error to your Content Delivery Server support representative.

```
[cds.UserManager] SEVERE <0105> SubscriberImplDAO.getUser:  
Failed to get CDSTransaction
```

Description. Cannot get the Content Delivery Server transaction for retrieving a user.

Action. Make sure that the database server and connection are up and the database settings are correct in the database configuration file.

```
[cds.UserManager] SEVERE <0106> SubscriberImplDAO.getUser:  
Failed to get user
```

Description. An exception occurred while getting user. The exception is also written to the log.

Action. The action to take depends on the exception reported. Make sure that the database server and connection are up.

```
[cds.UserManager] SEVERE <0107>  
SubscriberImplDAO.getUserByUniqueDeviceId: Failed to get  
CDSTransaction
```

Description. Cannot get the Content Delivery Server transaction for retrieving a user by the unique device ID.

Action. Make sure that the database server and connection are up and the database settings are correct in the database configuration file.

```
[cds.UserManager] SEVERE <0108>  
SubscriberImplDAO.getUserByUniqueDeviceId: Failed to get user by  
unique device ID
```

Description. An exception occurred while getting a user by a unique device ID. The exception is also written to the log.

Action. The action to take depends on the exception reported. Make sure that the database server and connection are up.

```
[cds.UserManager] SEVERE <0109>  
SubscriberImplDAO.getUserByMobileId: Failed to get  
CDSTransaction
```

Description. Cannot get the Content Delivery Server transaction for retrieving a user by a mobile ID.

Action. Make sure that the database server and connection are up and database settings are correct in the database configuration file.

```
[cds.UserManager] SEVERE <0110>  
SubscriberImplDAO.getUserByMobileId: Failed to get user by  
mobile ID
```

Description. An exception occurred while getting user by a mobile ID. The exception is also written to the log.

Action. The action to take depends on the exception reported. Make sure that the database server and connection are up.

```
[cds.UserManager] SEVERE <0111> SubscriberImplDAO.updateUser:  
User cannot be NULL
```

Description. Cannot update a user when the User parameter object is NULL.

Action. Report the error to your Content Delivery Server support representative.

```
[cds.UserManager] SEVERE <0112> SubscriberImplDAO.updateUser: A  
user already exists with either Unique Device Id = unique-device-ID  
or Mobile Id = mobile-ID or UserId = login-ID
```

Description. A user with the same Unique Device ID, Mobile ID, or User ID already exists in the system.

Action. Either remove the current user from the system or choose a different Unique Device ID, Mobile ID, or User ID for the user.

```
[cds.UserManager] SEVERE <0113> SubscriberImplDAO.updateUser:  
Failed to update user
```

Description. An exception occurred while updating user. The exception is also written to the log.

Action. The action to take depends on the exception reported. Make sure that the database server and connection are up.

```
[cds.UserManager] SEVERE <0114> SubscriberImplDAO.getAllUsers:  
Failed to get all users
```

Description. An exception occurred while getting all users. The exception is also written to the log.

Action. The action to take depends on the exception reported. Make sure that the database server and connection are up.


```
[cds.UserManager] SEVERE <0115>  
SubscriberImplDAO.getAllLikeInOrder: Failed to get all users  
like in order
```

Description. An exception occurred while getting all users like in order. The exception is also written to the log.

Action. The action to take depends on the exception reported. Make sure that the database server and connection are up.

```
[cds.UserManager] SEVERE <0116> SubscriberImplDAO.getCount:  
Failed to get count of all users
```

Description. An exception occurred while getting a count of all users. The exception is also written to the log.

Action. The action to take depends on the exception reported. Make sure that the database server and connection are up.

3.1.2 Messages from the LDAP Adapter

The following messages are written to the log file by the subscriber adapter for an LDAP directory. All of the messages are categorized as severe. The messages are organized numerically.

```
[cds.LDAPUserManager] SEVERE <0004> Cannot get mapping for  
loginId field
```

Description. The mapping for the loginId field in your LDAP mapping file is not correctly mapped to a valid field in LDAP.

Action. Make sure that the loginId field mapped to a valid field in the mapping file.

```
[cds.LDAPUserManager] SEVERE <0012>  
LDAPUserManager.doIsAuthenticated: Unexpected exception while  
checking authentication
```

Description. An exception occurred while checking user authentication using LDAP. The exception is also written to the log.

Action. The action to take depends on the exception reported. Make sure that the LDAP server and connection are up.

```
[cds.LDAPUserManager] SEVERE <0016>  
LDAPUserManager.doUpdateUser: Cannot update user
```

Description. An exception occurred while updating a user account in LDAP. The exception is also written to the log.

Action. The action to take depends on the exception reported. Make sure that the LDAP server and connection are up.

```
[cds.LDAPUserManager] SEVERE <0029>  
LDAPUserManager.doEnableUser: User does not exist
```

Description. The user that you are trying to enable does not exist.

Action. Make sure that the user exists in LDAP.

```
[cds.LDAPUserManager] SEVERE <0030>  
LDAPUserManager.doEnableUser: Cannot enable user
```

Description. An exception occurred while enabling a user account in LDAP. The exception is also written to the log.

Action. The action to take depends on the exception reported. Make sure that the LDAP server and connection are up.

```
[cds.LDAPUserManager] SEVERE <0032> LDAPUserManager.doAddUser:  
Cannot add user
```

Description. An exception occurred while adding a user account in LDAP. The exception is also written to the log.

Action. The action to take depends on the exception reported. Make sure that the LDAP server and connection are up. Also, make sure that the user does not already exist in LDAP.

```
[cds.LDAPUserManager] SEVERE <0034>  
LDAPUserManager.doDisableUser: User does not exist
```

Description. The user that you are trying to disable does not exist.

Action. Make sure that the user you are trying to disable exists in LDAP.

```
[cds.LDAPUserManager] SEVERE <0035>  
LDAPUserManager.doDisableUser: Cannot disable user
```

Description. An exception while disabling user account in LDAP. The exception is also written to the log.

Action. The action to take depends on the exception reported. Make sure that the LDAP server and connection are up.

```
[cds.LDAPUserManager] SEVERE <0037>  
LDAPUserManager.doRemoveUser: Cannot remove user
```

Description. An exception occurred while removing a user account in LDAP. The exception is also written to the log.

Action. The action to take depends on the exception reported. Make sure that the LDAP server and connection are up. Also, make sure that the user exists in LDAP.

```
[cds.LDAPUserManager] SEVERE <0039> LDAPUserManager.doIsActive:  
User does not exist
```

Description. The user for which you are checking status does not exist.

Action. Make sure that the user for which you are checking status exists in LDAP.

```
[cds.LDAPUserManager] SEVERE <0100> LDAPListHelper.createUser:  
Error in parsing config XML file
```

Description. An exception occurred while parsing the mapping file. The exception is also written to the log.

Action. The action to take depends on the exception reported. Make sure that the mapping file is syntactically correct and contains all required information.

```
[cds.LDAPUserManager] SEVERE <0101> LDAPListHelper.createUser:  
Error in creating user
```

Description. An exception occurred while creating user. The exception is also written to the log.

Action. The action to take depends on the exception reported. Make sure that the the LDAP server and connection are up. Also, make sure that the mapping file is syntactically correct and contains all required information.

3.2 Messages from DRM Processing

To protect content using Open Mobile Alliance (OMA) DRM 1.0 methods, the Content Delivery Server works with the implementation of the OMA DRM 1.0 guidelines that you provide. Errors that are encountered during processing are written to the Content Delivery Server log.

3.2.1 Messages from DRM Mobile Integration

For digital rights management, the Content Delivery Server provides support for SafeNet DRM Mobile. Errors that are encountered by DRM Mobile are written to the Content Delivery Server log. If you are using a different implementation of the Open Mobile Alliance (OMA) DRM 1.0 guidelines, you might see different messages that are not described here.

```
[cds.DRMMobile] SEVERE <0001> Failed to create usage profile  
usage-profile for edition id edition-ID
```

Description. The usage profile for Separate delivery protection of the edition could not be created. *usage-profile* is the profile being created and *edition-ID* is the edition with which the profile is associated.

Action. Verify that DRM Mobile is installed correctly and related configuration properties are set correctly.

```
[cds.DRMMobile] SEVERE <0002> HTTP request http-url to get rights  
for class id content-ID associated with pricemodel id pricemodel-db-pk  
failed
```

Description. The Separate delivery rights equivalent to the price model for the content could not be obtained. *http-url* is the request issued, *content-ID* is the content for which rights are requested, and *pricemodel-db-pk* is the price model associated with the content.

Action. Verify that DRM Mobile is installed correctly and related configuration properties are set correctly. Check that the corresponding entry for the content exists in DRM Mobile.

```
[cds.DRMMobile] SEVERE <0003> Could not connect to DRM Mobile  
host at http-url to get rights for content-ID
```

Description. An HTTP connection with DRM Mobile could not be established. *http-url* is the location to which a connection is requested. *content-ID* is the content for which rights are requested.

Action. Verify that DRM Mobile is installed correctly and related configuration properties are set correctly.

```
[cds.DRMMobile] SEVERE <0004> Failed to initialize the  
integration with DRM Mobile, please check the setup  
environment.
```

Description. The integration with DRM Mobile could not be initialized.

Action. Verify that DRM Mobile is installed correctly and related configuration properties are set correctly. Make sure that the host can be reached.

[cds.DRMMobile] INFO <0005> Initializing DRM Mobile integration module

Description. Initialization is in progress.

Action. No action required.

[cds.DRMMobile] INFO <0006> DRM Mobile integration module initialized successfully

Description. Initialization completed successfully.

Action. No action required.

[cds.DRMMobile] SEVERE <0007> Failed to protect content id *content-ID*

Description. The content binary could not be protected using one of the OMA DRM 1.0 methods. *content-ID* is the content to protect.

Action. Look for more details related to the error in log messages. Verify the DRM Mobile installation and related configuration properties.

[cds.DRMMobile] SEVERE <0008> Failed to store plain file at *file-location*

Description. The plain content binary could not be stored at *file-location*. The location is specified in the configuration.

Action. Make sure that the file location identified by *file-location* exists and the permissions are set correctly.

[cds.DRMMobile SEVERE] <0009> Failed to read protected file *file*

Description. The file could not be opened for reading.

Action. Make sure that the file identified by *file* exists and the permissions are set correctly.

[cds.DRMMobile] SEVERE <0010> Failed to create rights. OMA Technology : *delivery-mechanism* and pricemodel id : *pricemodel-db-pk*

Description. The DRM Mobile equivalent usage-profile for the Content Delivery Server pricing model could not be generated.

Action. Deactivate the content until the issue is resolved. Verify that the content pricing model identified by *pricemodel-db-pk* and the requested delivery protection mechanism identified by *delivery-mechanism* are correct.

3.2.2 OMA Message

The following message is issued when a digital rights object cannot be delivered.

```
[cds.OMA] SEVERE <0001> Failed to send rights for content id  
content-ID to phone number phone-number
```

Description. The separate delivery rights could not be delivered to the subscriber after the purchase. *content-ID* identifies the content for which rights were requested and *phone-number* identifies the number to which rights are to be sent.

Action. Verify that DRM Mobile is installed correctly and related configuration properties are set correctly. Make sure the host can be reached. Look for any errors from the Messaging Service.

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